



WATER SUPPLY SHUT-OFF

Every citizen of Hamburg uses around 110 litres of drinking water a day – for drinking, washing, cooking or showering. This means that if the water supply is shut off, it usually has a severe impact on the lives of those affected.

How can I avoid the shutting off of my water supply?

HAMBURG WATER will only shut off the water supply when a customer fails to pay their bills after several requests. If you regularly pay your bills, you have nothing to fear. If you have unpaid bills, please get in touch. We will be happy to check the amount outstanding and instalments to be paid. To do so, please tell us your current meter reading.

The best precaution against a shut-off is regular, punctual payment of instalments and bills. By authorising a SEPA direct debit, you will never miss a payment. You can find further information on the SEPA direct debit authorisation on our website.

Where can I get help if I am unable to pay my water bill?

If you receive unemployment benefit II (Hartz IV), please contact your advisor. The water bills are often paid directly to the provider by the Job Centre or Social Welfare Office (Sozialamt).

Ask whether your water instalments can also be paid directly. You can find out which office is responsible for you by calling the district hotline on 040 42828 0.

If you do not receive unemployment benefit II, you can have your financial situation assessed free of charge at debt counselling. They will work out a plan with you to settle your debts.

When will my water supply be switched on again?

If you pay the outstanding bill, we will take care of reconnecting the water. To do this, please pay the corresponding bill and tell us you have done so by telephone. We will then arrange a reconnection appointment within two working days, at which you or a representative must be present.

Do you have any other questions?

We are happy to help you with any questions relating to your water supply and sewage disposal. Get in touch:

In person	HAMBURG WASSER Kundencenter Ballindamm 1 · 20095 Hamburg Monday to Friday 10 a.m. – 6 p.m.
By phone	040 7888 2222 Monday to Thursday 8 a.m. – 6 p.m. Friday 8 a.m. – 4 p.m.
Online	Servicecenter@hamburgwasser.de www.hamburgwasser.de